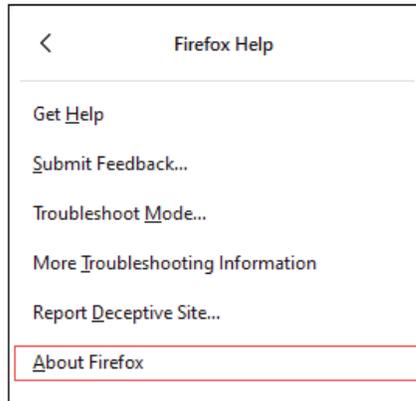
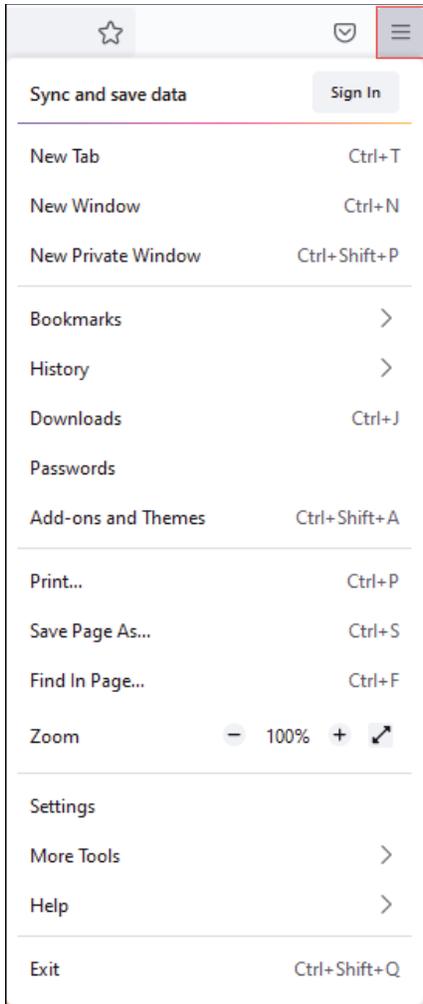
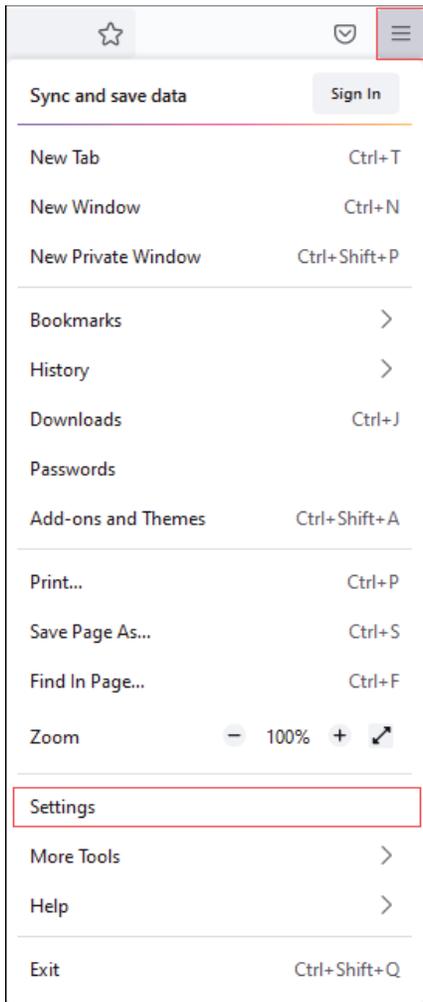


Firefox 107 and 108

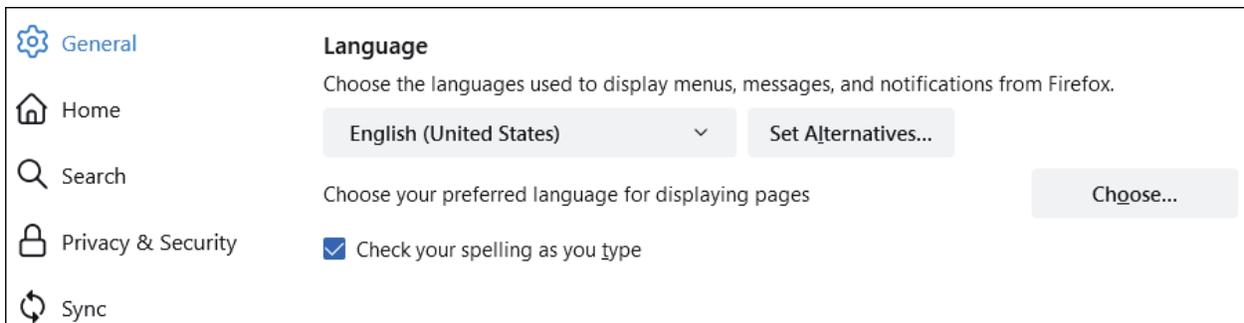
To locate the browser version, with the browser window open, select the menu icon (three vertical lines). Click **Help**, then **About Firefox**.



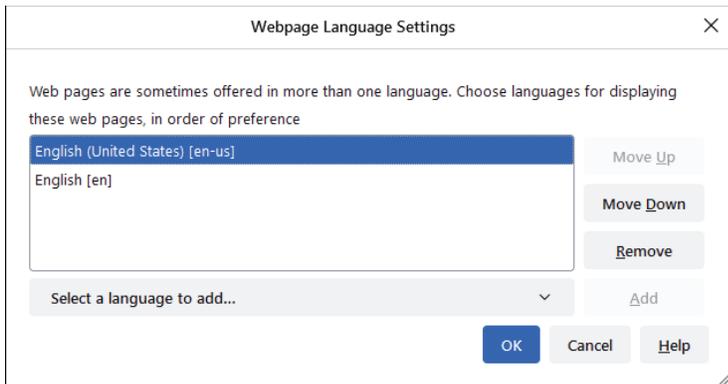
With the browser window open, click the menu icon (three vertical lines), then click **Settings**.



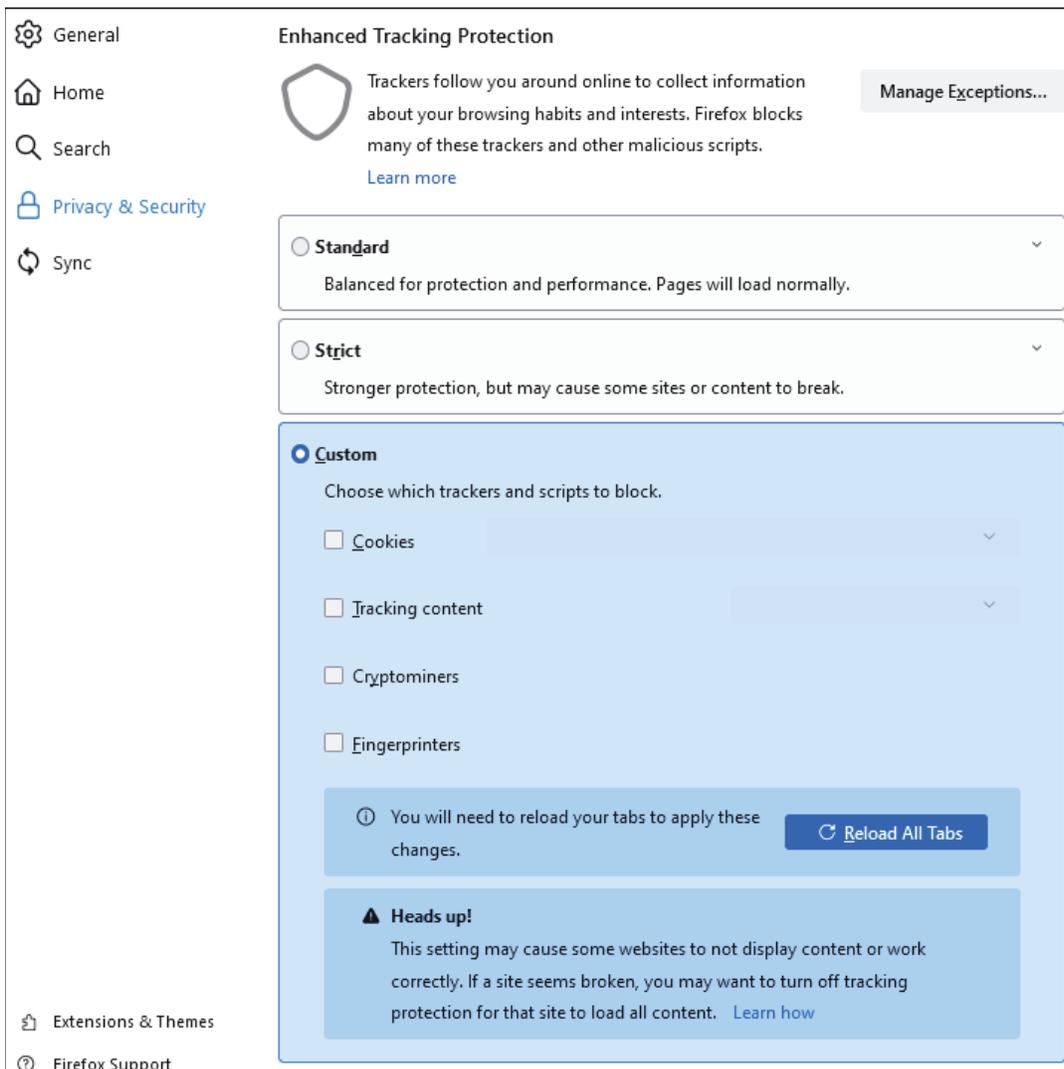
Click **General**, scroll to the *Language* section and click **Choose**.



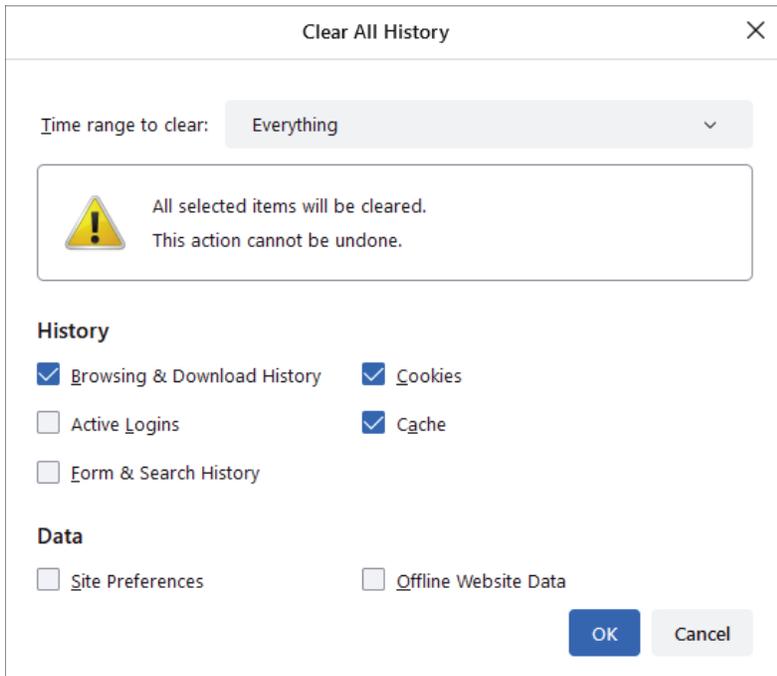
Ensure that *English (United States)* is the first, or only, language listed.



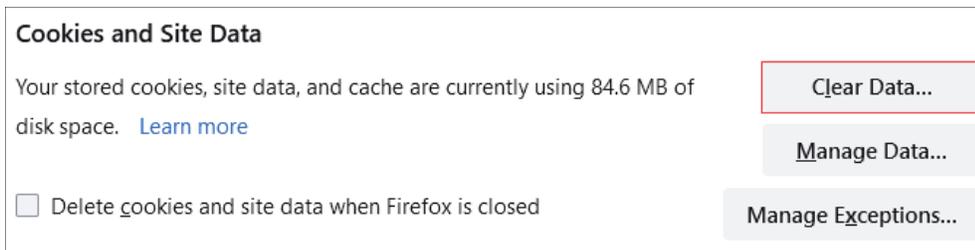
Click **Privacy & Security**, under *Enhanced Tracking Protection*, select **Custom**. Then, clear all check boxes.



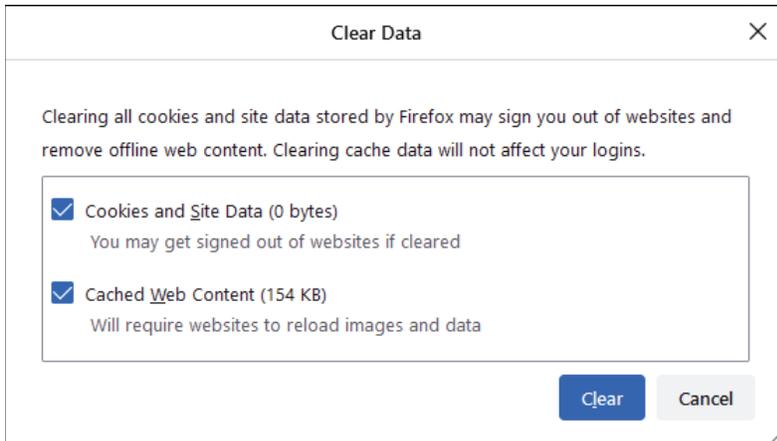
Select **Clear History**. Choose **Everything** from the drop-down menu. Select **Browsing & Download History**, **Cookies**, and **Cache**, then click **OK**.



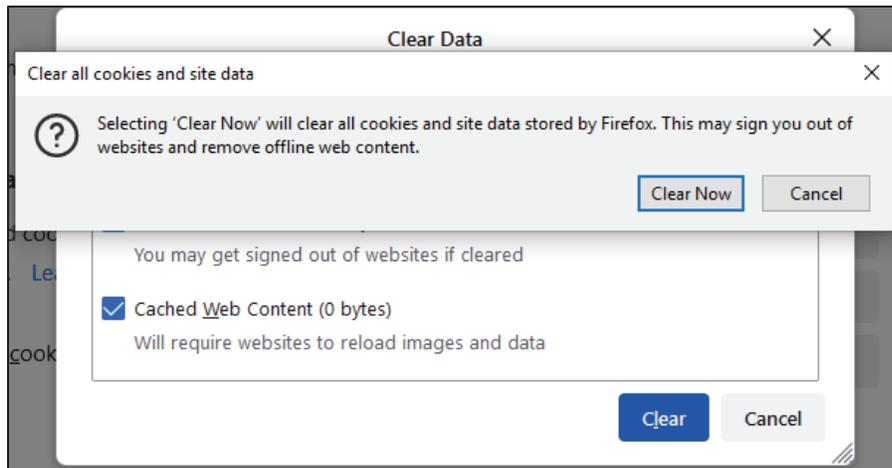
Scroll to the *Cookies and Site Data* section and click **Clear Data**.



Select **Cookies and Site Data** and **Cached Web Content**, then click **Clear**.



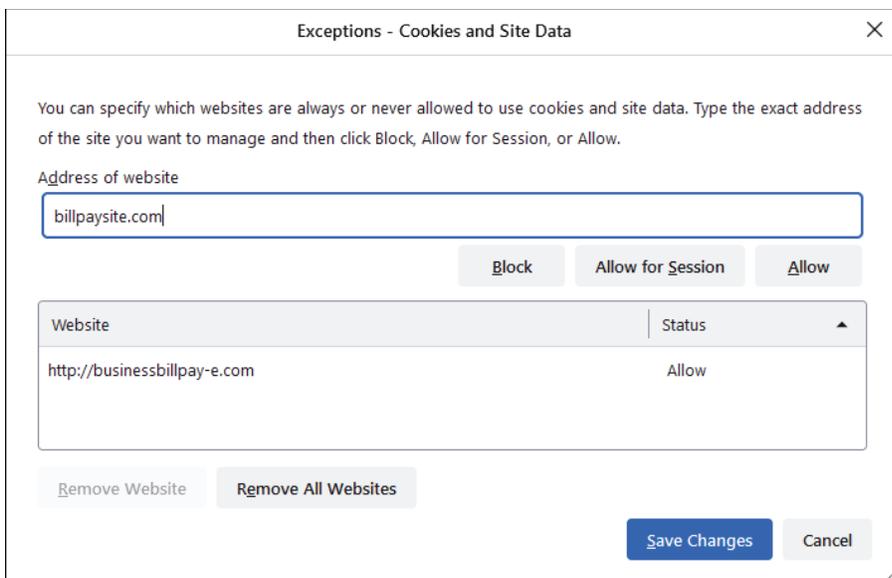
Click **Clear Now**.



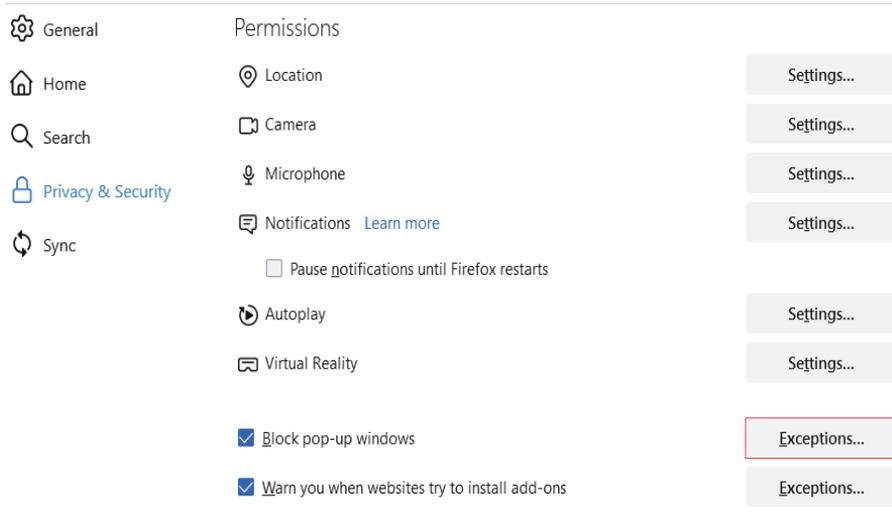
While still in the *Cookies and Site Data* section, click **Manage Exceptions**.



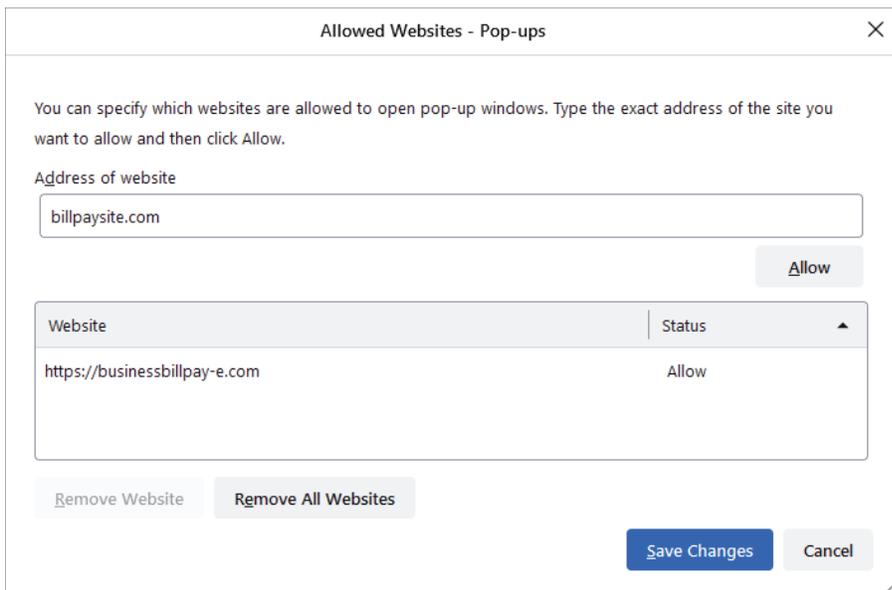
Under *Address of website*, type `www.billpaysite.com` for Consumer Bill Pay or `www.businessbillpay-e.com` for Business Bill Pay and click **Allow**. Click **Save Changes**.



While in **Privacy & Security**, scroll to the *Permissions* section and click **Exceptions** for *Block pop-up windows*.



Under *Address of website*, type `www.billpaysite.com` for Consumer Bill Pay or `www.businessbillpay-e.com` for Business Bill Pay and click **Allow**. Click **Save Changes**.



Restart the browser by closing all open sessions.

If the date or currency format is still incorrect, walk the subscriber through updating their [Language and Region Preferences](#).